

**United Kingdom-Poynton: Building-cleaning services**

OJ S 30/2014 12/02/2014

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Johnnie Johnson Housing Trust  
Postal address: Astra House, Spinnners Lane, Cheshire  
Town: Poynton  
Postal code: SK12 1GA  
Country: United Kingdom  
Contact person: Rand Associates Consultancy Services Ltd  
For the attention of: David Miller  
E-mail: [tenders@rand-associates.co.uk](mailto:tenders@rand-associates.co.uk)  
Telephone: +44 1737249475  
Fax: +44 1737242012

**Internet address(es):**General address of the contracting authority: [www.jjhousing.co.uk](http://www.jjhousing.co.uk)**Additional information can be obtained from:**

Official name: Rand Associates Consultancy Services Ltd  
Postal address: Bell House, 107 Bell Street  
Town: Reigate  
Postal code: RH2 7JB  
Country: United Kingdom  
For the attention of: David Miller  
E-mail: [etenders@rand-associates.co.uk](mailto:etenders@rand-associates.co.uk)  
Telephone: +44 1737249475  
Fax: +44 01737242012

Internet address: <http://etenders.rand-associates.co.uk>**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

Official name: Rand Associates Consultancy Services Ltd  
Postal address: Bell House, 107 Bell Street  
Town: Reigate  
Postal code: RH2 7JB  
Country: United Kingdom  
For the attention of: David Miller  
E-mail: [etenders@rand-associates.co.uk](mailto:etenders@rand-associates.co.uk)  
Telephone: +44 1737249475  
Fax: +44 01737242012  
Internet address: <http://etenders.rand-associates.co.uk>

**Tenders or requests to participate must be submitted:** Official name: Rand Associates Consultancy Services Ltd  
Postal address: Bell House, 107 Bell Street  
Town: Reigate

Postal code: RH2 7JB  
Country: United Kingdom  
For the attention of: David Miller  
E-mail: [etenders@rand-associates.co.uk](mailto:etenders@rand-associates.co.uk)  
Telephone: +44 1737249475  
Fax: +44 01737242012  
Internet address: <http://etenders.rand-associates.co.uk>

**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Housing and community amenities

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

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**Section II: Object of the contract**

**II.1. Description**

**II.1.1. Title attributed to the contract by the contracting authority**

Building Cleaning Services.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 14: Building-cleaning services and property management services

Main site or place of performance: Various schemes in Merseyside, Lancashire, Greater Manchester, Cheshire, Yorkshire, County Durham and Northumberland.

NUTS code UKC North East (England), UKD North West (England), UKE Yorkshire and the Humber

**II.1.3. Information about a framework agreement or a dynamic purchasing system**

The notice involves a public contract

**II.1.4. Information about framework agreement**

**II.1.5. Short description of the contract or purchase(s)**

The Contracting Authority owns and manages more than 130 general needs, sheltered and supported housing schemes in and around Merseyside, Lancashire, Greater Manchester, Cheshire, Yorkshire, County Durham and Northumberland. The Contracting Authority's mission is to create strong and sustainable communities where people flourish and they are committed to making a positive difference to people's lives.

The quality of the Building Cleaning Services the Contracting Authority provides is therefore of paramount importance in ensuring customer satisfaction in the services they deliver. The Contracting Authority are seeking therefore to appoint Service Provider(s) on a regional basis who can deliver Building Cleaning Services to the highest possible standards and can demonstrate to the satisfaction of the Contracting Authority a proven track record in the delivery of these services.

Service Providers will be required to complete a pre-qualification questionnaire (PQQ) and the evaluation of this PQQ will establish those companies that will be permitted to tender.

Expressions of interest are welcome from not only suitable Service Providers but also social enterprises providing they are able to comply with the minimum levels for participation as set

out herewith and in the PQQ.

The successful Service Provider(s) must be able to show a commitment to providing effective services that provide value for money to the Trust and its tenants and customers. The successful Service Provider(s) will need to have demonstrated a commitment to addressing welfare to work/worklessness, focussing on the young and long term unemployed on estates. The Contracting Authority will also be seeking to encourage the Service Provider(s) to engage with social enterprises in the delivery of services and will require the successful Service Provider(s) to co-operate with the Trust in working towards a partnership approach to operating the service and managing the contracts.

The Contracting Authority is undertaking separate procurement exercises in respect of the Grounds Maintenance and Window Cleaning requirements for these schemes.

The proposed contract period will be 5 years commencing on or about the 1.4.2015 and with the option for an extension to this initial period for a period of up to a further 5 years all subject to provisions for earlier termination including a break clause and annual renewals based on meeting and maintaining Key Performance Indicators.

The Contracting Authority reserves the right to withdraw from this procurement procedure at any time without awarding a contract. Applicants are to be responsible for all of the costs and expenses they incur as a result of participating in this procurement process irrespective of whether the procedure is completed or is abandoned without any appointment.

**II.1.6. CPV code(s)**

90911200 Building-cleaning services

**II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

**II.1.8. Lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

**II.1.9. Information about variants**

Variants will be accepted: no

**II.2. Scope of the procurement**

**II.2.1. Total quantity or scope**

The Contracting Authority is seeking Service Provider(s) to provide Building Cleaning Services to their various schemes located in Merseyside, Lancashire, Greater Manchester, Cheshire, Yorkshire, County Durham and Northumberland The total property portfolio comprises over 130 general needs, sheltered, and supported housing schemes although not all of these units are in receipt of building cleaning services. Full details of all schemes that receive building cleaning services and which are to be included in the proposed contract will be provided in the tender documents. Units and schemes may be added or deleted both prior to tender and during the contract period in accordance with the Trusts development and acquisitions /disposals programme.

The proposed scope of the Building Cleaning Services will comprise comprehensive cleaning of internal common areas including bin/store rooms and internal communal areas window cleaning with external area litter picking and cleaning adjacent to communal entrances/exits and litter picking/cleaning of externally located store and bin areas as specified in the tender documents. The provision of an "on-demand" out of hours service will also be required. Further comprehensive details of the scope of Building Cleaning services will be provided in the tender documents.

Service Provider(s) must be able to show a commitment to providing effective services that provide value for money. The proposed contract period will be 5 years commencing on or about the 1.4.2015 and with the option for an extension to this initial period for a period of up to a further 5 years all subject to provisions for earlier termination including a break clause and annual renewals based on meeting and maintaining Key Performance Indicators.

The Service Provider(s) will be required to provide a customer focused service and show commitment to providing effective services that provide value for money to the Contracting Authority and their residents and must be responsive to achieve collaborative working practises, innovation and continuous improvement.

TUPE may apply in respect of contractors currently undertaking the service.

The Contract will be based on the NHF 2011 Form of Contract 2011 (Rev 2:2014) (Estate Services) incorporating aspects of the M3NHF Schedule of Rates: Estate Services Version 6.2.

Estimated value excluding VAT:

Range: between 2 300 000 and 2 500 000 GBP

### **II.2.2. Information about options**

Options: yes

Description of options: The Contracting Authority will have the Option to extend the Contract Period from its initial 5 year term by a period of up to 5 further years by means of one or more extensions.

Provisional timetable for recourse to these options:  
in months: 60 (from the award of the contract)

### **II.2.3. Information about renewals**

This contract is subject to renewal: no

### **II.3. Duration of the contract or time limit for completion**

Duration in months: 120 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: North East

#### **1) Short description**

The Contracting Authority owns and manage more than 13 schemes requiring Building Cleaning Services in and around County Durham and Northumberland The Contracting Authority's mission is to create strong and sustainable communities where people flourish and they are committed to giving outstanding service that comes naturally.

#### **2) CPV code(s)**

77314000 Grounds maintenance services, 77340000 Tree pruning and hedge trimming, 77342000 Hedge trimming, 77312000 Weed-clearance services, 77312100 Weed-killing services

#### **3) Quantity or scope**

The Contracting Authority is seeking a Service Provider to provide Building Cleaning Services to their various schemes located in County Durham and Northumberland (located in the local authority areas of Alnwick, Berwick on Tweed, Blyth Valley, Castle Morpeth, Chester Le Street, Gateshead, Newcastle upon Tyne, Northumberland, North Tyneside, Tynedale and Wansbeck). The total portfolio comprises at least 13 sites in receipt of Building Cleaning Services. Full details of all schemes that receive Building Cleaning Services and which are to be included in the proposed contract will be provided in the tender documents. Units and schemes may be added or deleted both prior to tender and during the contract period in

accordance with the Contracting Authorities development and acquisitions/disposals programme.

The proposed scope of the Building Cleaning Services will comprehensive cleaning of internal common areas including bin/store rooms and internal communal areas window cleaning with external area litter picking and cleaning adjacent to communal entrances/exits and litter picking /cleaning of externally located store and bin areas will be specified in the tender documents. The provision of an 'on-demand' out of hours service will also be required. Further comprehensive details of the scope of Building Maintenance services will be provided in the tender documents.

Service Providers must be able to show a commitment to providing effective services that provide value for money. The proposed contract period will be 5 years commencing on or about the 1.4.2015 and with the option for an extension to this initial period for a period of up to a further 5 years all subject to provisions for earlier termination including a break clause and annual renewals based on meeting and maintaining Key Performance Indicators. The range of values shown below allow for anticipated growth of the Trust's business over the potential period of the resulting contract..

The Service Provider(s) will be required to provide a customer focused service and show commitment to providing effective services that provide value for money to the Trust and their residents and must be responsive to achieve collaborative working practises, innovation and continuous improvement.

TUPE may apply in respect of contractors currently undertaking the service.

The Contract will be based on the NHF 2011 Form of Contract 2011 (Rev2:2014) (Estate Services) incorporating aspects of the M3NHF Schedule of Rates: Estate Services Version 6.2.

Estimated value excluding VAT:

Range: between 600 000 and 650 000 GBP

#### **4) Indication about different time frame or duration**

#### **5) Additional information about lots**

Lot No: 2

Lot title: Yorkshire

##### **1) Short description**

The Contracting Authority owns and manage more than 11 schemes requiring Building Cleaning services in and around Yorkshire. The Contracting Authority's mission is to create strong and sustainable communities where people flourish and they are committed to giving outstanding service that comes naturally.

##### **2) CPV code(s)**

77314000 Grounds maintenance services, 77340000 Tree pruning and hedge trimming, 77312000 Weed-clearance services, 77312100 Weed-killing services, 77342000 Hedge trimming

##### **3) Quantity or scope**

The Contracting Authority is seeking a Service Provider to provide Building Cleaning Services to their various schemes located in Yorkshire and East Midlands (Located in the following Local Authority areas: Bassetlaw, Bradford, Chesterfield, Doncaster, Kirklees, Nottingham, Rotherham and Sheffield) The total portfolio comprises more than 11 sites in receipt of Building Cleaning services. Full details of all schemes that receive Building Cleaning services and which are to be included in the proposed contract will be provided in the tender documents. Units and schemes may be added or deleted both prior to tender and during the contract period in accordance with the Contracting Authority's development and acquisitions

/disposals programme.

The proposed scope of the Building Cleaning Services will comprise but not be limited to comprehensive cleaning of internal common areas including bin/store rooms and internal communal areas window cleaning with external area litter picking and cleaning adjacent to communal entrances/exits and litter picking/cleaning of externally located store and bin areas as included in the tender documents. The provision of an 'on-demand' out of hours service will also be required. Further comprehensive details of the scope of Building Cleaning services will be provided in the tender documents.

Service Providers must be able to show a commitment to providing effective services that provide value for money. The proposed contract period will be 5 years commencing on or about the 1.4.2015 with the option for an extension to this initial period for a period of up to a further 5 years all subject to provisions for earlier termination including a break clause and annual renewals based on meeting and maintaining Key Performance Indicators. The range of values shown below allow for anticipated growth of the Trust's business over the potential period of the resulting contract.

The Service Provider(s) will be required to provide a customer focused service and show commitment to providing effective services that provide value for money to the Trust and their residents and must be responsive to achieve collaborative working practises, innovation and continuous improvement.

TUPE may apply in respect of contractors currently undertaking the service.

The Contract will be based on the NHF 2011 Form of Contract 2011 (Rev2:2014) (Estate Services) incorporating aspects of the M3NHF Schedule of Rates: Estate Services Version 6.2.

Estimated value excluding VAT:

Range: between 600 000 and 650 000 GBP

#### **4) Indication about different time frame or duration**

#### **5) Additional information about lots**

Lot No: 3

Lot title: Manchester and Outer Lancashire

##### **1) Short description**

The Contracting Authority owns and manage more than 12 schemes requiring Building Cleaning services in and around Manchester and the North West, The Contracting Authority's mission is to create strong and sustainable communities where people flourish and they are committed to giving outstanding service that comes naturally.

##### **2) CPV code(s)**

77314000 Grounds maintenance services, 77340000 Tree pruning and hedge trimming, 77312000 Weed-clearance services, 77312100 Weed-killing services, 77342000 Hedge trimming

##### **3) Quantity or scope**

The Contracting Authority is seeking a Service Provider to provide Building Cleaning Services to their various schemes located in Manchester and the North West (Located in the Local Authority areas of: Bury, Denbighshire, Lancaster City, Liverpool, Manchester, Rochdale, Sefton, South Lakeland and Trafford), . The total portfolio comprises more than 11 sites in receipt of Building Cleaning services. Full details of all schemes that receive Building Cleaning services and which are to be included in the proposed contract will be provided in the tender documents. Units and schemes may be added or deleted both prior to tender and during the contract period in accordance with the Trust's development and acquisitions/disposals programme.

The proposed scope of the Building Cleaning Services will comprise but not be limited to comprehensive cleaning of internal common areas including bin/store rooms and internal communal areas window cleaning with external area litter picking and cleaning adjacent to communal entrances/exits and litter picking/cleaning of externally located store and bin areas as specified in the tender documents. The provision of an 'on-demand' out of hours service will also be required. Further comprehensive details of the scope of Building Cleaning services will be provided in the tender documents.

Service Providers must be able to show a commitment to providing effective services that provide value for money. The proposed contract period will be 5 years commencing on or about the 2nd February 2015 and with the option for an extension to this initial period for a period of up to a further 5 years all subject to provisions for earlier termination including a break clause and annual renewals based on meeting and maintaining Key Performance Indicators. The range of values shown below allow for anticipated growth of the Trust's business over the potential period of the resulting contract..

The Service Provider(s) will be required to provide a customer focused service and show commitment to providing effective services that provide value for money to the Trust and their residents and must be responsive to achieve collaborative working practises, innovation and continuous improvement.

TUPE may apply in respect of contractors currently undertaking the service.

The Contract will be based on the NHF 2011 Form of Contract 2011 (Rev2:2014) (Estate Services) incorporating aspects of the M3NHF Schedule of Rates: Estate Services Version 6.2.

Estimated value excluding VAT:

Range: between 635 000 and 685 000 GBP

#### **4) Indication about different time frame or duration**

#### **5) Additional information about lots**

Lot No: 4

Lot title: Stockport

##### **1) Short description**

The Contracting Authority owns and manage more than 14 schemes requiring Building Cleaning services in and around Stockport and the Peak District, The Contracting Authority's mission is to create strong and sustainable communities where people flourish and they are committed to giving outstanding service that comes naturally.

##### **2) CPV code(s)**

77314000 Grounds maintenance services, 77340000 Tree pruning and hedge trimming, 77312000 Weed-clearance services, 77312100 Weed-killing services, 77342000 Hedge trimming

##### **3) Quantity or scope**

The Contracting Authority is seeking a Service Provider to provide Building Cleaning Services to their various schemes located in Stockport and the Peak District (Located in the Local Authority areas of: High Peak, Macclesfield and Stockport). The total portfolio comprises more than 12 sites in receipt of Building Cleaning services. Full details of all schemes that receive Building Cleaning services and which are to be included in the proposed contract will be provided in the tender documents. Units and schemes may be added or deleted both prior to tender and during the contract period in accordance with the Trust's development and acquisitions/disposals programme.

The proposed scope of the Building Cleaning Services will comprise but not be limited to comprehensive cleaning of internal common areas including bin/store rooms and internal

communal areas window cleaning with external area litter picking and cleaning adjacent to communal entrances/exits and litter picking/cleaning of externally located store and bin areas as included in the tender documents. The provision of an “on-demand” out of hours service will also be required. Further comprehensive details of the scope of Building Cleaning services will be provided in the tender documents.

Service Providers must be able to show a commitment to providing effective services that provide value for money. The proposed contract period will be 5 years commencing on or about the 1.4.2015 and with the option for an extension to this initial period for a period of up to a further 5 years all subject to provisions for earlier termination including a break clause and annual renewals based on meeting and maintaining Key Performance Indicators. The range of values shown below allow for anticipated growth of the Trust's business over the potential period of the resulting contract.

The Service Provider(s) will be required to provide a customer focused service and show commitment to providing effective services that provide value for money to the Trust and their residents and must be responsive to achieve collaborative working practises, innovation and continuous improvement.

TUPE may apply in respect of contractors currently undertaking the service.

The Contract will be based on the NHF 2011 Form of Contract 2011 (Rev1:2012) (Estate Services) incorporating aspects of the M3NHF Schedule of Rates: Estate Services Version 6.1.

Estimated value excluding VAT:

Range: between 310 000 and 340 000 GBP

#### **4) Indication about different time frame or duration**

#### **5) Additional information about lots**

Lot No: 5

Lot title: Tameside

##### **1) Short description**

The Contracting Authority owns and manage more than 4 schemes requiring Building Cleaning Services in and around Tameside, The Contracting Authority's mission is to create strong and sustainable communities where people flourish and they are committed to giving outstanding service that comes naturally.

##### **2) CPV code(s)**

77314000 Grounds maintenance services, 77340000 Tree pruning and hedge trimming, 77312000 Weed-clearance services, 77312100 Weed-killing services, 77342000 Hedge trimming

##### **3) Quantity or scope**

The Contracting Authority is seeking a Service Provider to provide Building Cleaning Services to their various schemes located in Tameside, Greater Manchester. The total portfolio comprises more than 4 sites in receipt of Building Cleaning services. Full details of all schemes that receive Building Cleaning services and which are to be included in the proposed contract will be provided in the tender documents. Units and schemes may be added or deleted both prior to tender and during the contract period in accordance with the Trust's development and acquisitions/disposals programme.

The proposed scope of the Building Cleaning Services will comprise but not be limited to comprehensive cleaning of internal common areas including bin/store rooms and internal communal areas window cleaning with external area litter picking and cleaning adjacent to communal entrances/exits and litter picking/cleaning of externally located store and bin areas as specified in the tender documents. The provision of an “on-demand” out of hours service

will also be required. Further comprehensive details of the scope of Building Cleaning services will be provided in the tender documents.

Service Providers must be able to show a commitment to providing effective services that provide value for money. The proposed contract period will be 5 years commencing on or about the 2.2.2015 and with the option for an extension to this initial period for a period of up to a further 5 years all subject to provisions for earlier termination including a break clause and annual renewals based on meeting and maintaining Key Performance Indicators. The range of values shown below allow for anticipated growth of the Trust's business over the potential period of the resulting contract.

The Service Provider(s) will be required to provide a customer focused service and show commitment to providing effective services that provide value for money to the Trust and their residents and must be responsive to achieve collaborative working practises, innovation and continuous improvement.

TUPE may apply in respect of contractors currently undertaking the service.

The Contract will be based on the NHF 2011 Form of Contract 2011 (Rev2:2014) (Estate Services) incorporating aspects of the M3NHF Schedule of Rates: Estate Services Version 6.2. Estimated value excluding VAT:

Range: between 155 000 and 170 000 GBP

#### **4) Indication about different time frame or duration**

#### **5) Additional information about lots**

### **Section III: Legal, economic, financial and technical information**

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#### **III.1. Conditions related to the contract**

##### **III.1.1. Deposits and guarantees required**

Any deposits, bonds or guarantees required by the Authority will be set out in the Tender Documents.

##### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

As detailed in the Tender Documents.

##### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Where Economic Operators intend to form a consortium they may be required to incorporate a company to form a special purpose vehicle. Economic Operators forming a consortium will be expected to have joint and several liability.

##### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Details of any conditions will be set out in the Tender Documents, these may include conditions relating to environmental and social requirements.

#### **III.2. Conditions for participation**

##### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: All Economic Operators that respond to this notice will receive a Pre Qualification Questionnaire to be completed requiring financial and technical capacity data, which can be obtained from the address in Annex A.11.

### **III.2.2. Economic and financial ability**

List and brief description of conditions: The information and formalities set out in Article 47 of Directive 2004/18/EC and Regulation 24 Public Contracts Regulations 2006. These requirements are set out in the questionnaire referred to in 111.2.1 above, which can be obtained from the address in Annex A.11.

The Contracting Authority need not consider any request to participate unless it is accompanied by a complete questionnaire.

Minimum level(s) of standards possibly required: (if applicable).

These are set out in the questionnaire.

Minimum level(s) of standards possibly required: These are set out in the questionnaire.

### **III.2.3. Technical and professional ability**

List and brief description of conditions:

The information and formalities set out in Article 48 of Directive 2004/18/EC and Regulation 25 Public Contracts Regulations 2006. These requirements are set out in the questionnaire referred to in 111.2.1 which can be obtained from the address in Annex A.11.

The Contracting Authority need not consider any request to participate unless it is accompanied by a complete questionnaire.

Minimum level(s) of standards possibly required:

These are set out in the questionnaire.

### **III.2.4. Information about reserved contracts**

#### **III.3. Conditions specific to services contracts**

##### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

##### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Restricted

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

Envisaged minimum number 5: and Maximum number 15

Objective criteria for choosing the limited number of candidates: Criteria set out in the PQQ submissions and in accordance with regulations 23(1), 24 and 25 of the Public Contracts Regulations 2006.

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **IV.2.2. Information about electronic auction**

An electronic auction will be used: no

#### **IV.3. Administrative information**

##### **IV.3.1. File reference number attributed by the contracting authority**

##### **IV.3.2. Previous publication concerning this procedure**

no

##### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Time limit for receipt of requests for documents or for accessing documents: 10.3.2014 - 17:30

Payable documents: no

##### **IV.3.4. Time limit for receipt of tenders or requests to participate**

17.3.2014 - 13:00

##### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

24.3.2014

##### **IV.3.6. Languages in which tenders or requests to participate may be submitted**

English.

##### **IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

##### **IV.3.8. Conditions for opening of tenders**

#### **Section VI: Complementary information**

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##### **VI.1. Information about recurrence**

This is a recurrent procurement: no

##### **VI.2. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:

no

##### **VI.3. Additional information**

Economic operators are advised that TUPE provisions may apply in respect of this procurement.

Economic operators who wish to express an interest in and apply for the contracts must complete and submit the PQQ for this procurement and provide all supplementary information set out in the PQQ.

[eTenders@Rand](mailto:eTenders@Rand) is Rand Associates Consultancy Services Ltd's e-procurement portal (the "Portal") for downloading and uploading PQQs, communicating requests for and responses to clarification, and downloading/submission of PQQ/tender documentation.

All expressions of interest, document requests, communications and submissions must be made via the Portal, which can be accessed at <http://etenders.rand-associates.co.uk>. After creating an account on [eTenders@Rand](mailto:eTenders@Rand), users will receive an email with a link to activate their account.

Once activated and logged in, users will need the following code to register for the PQQ: JJHTBC1.

Economic operators may seek clarification where they consider any part of the documentation

or any other aspect of this procurement is unclear. All queries and any clarification must be communicated using the secure email messaging function within the Portal, but to be received no later than 17:30 on 10.3.2014. This will provide an audit trail of all clarification requests and responses issued. It will not be possible to respond to any queries received after that stipulated date and time.

It is the economic operators' responsibility to regularly monitor communications raised and issued through the Portal. Responses to requests for clarification will be communicated by Rand Associates Consultancy Services Ltd to all economic operators through the Portal secure email messaging system. The identity of the economic operator seeking clarification will not be disclosed to other economic operators.

When uploading PQQ responses, economic operators must be aware of any speed limitations of their internet connection, system configuration and general web traffic, etc. as these may impact on the time taken to complete the transaction. Uploading of submissions must be completed by the deadline closing date and time. DO NOT wait until too near the closing time on the return date. The closing deadline for uploading completed PQQ submissions is 17.3.2014 at 13:00 Please note that the Portal will not permit PQQ/tender submissions to be uploaded after the closing deadline. PQQ submission documents will be visible to Johnnie Johnson Housing Trust and Rand Associates Consultancy Services Ltd only after the closing deadline.

Should users have any queries, or experience difficulties with the registration or download /upload system, they should contact the [eTenders@Rand](mailto:eTenders@Rand) helpdesk by calling +44 1737225077 (ask for Paul Dugdale or Jonathan Case) or email [etenders@rand-associates.co.uk](mailto:etenders@rand-associates.co.uk).

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Royal Courts of Justice

Postal address: Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Telephone: +44 2079476000

##### **Body responsible for mediation procedures**

Official name: Royal Courts of Justice

Postal address: Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

Telephone: +44 2079476000

##### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: The Contracting Authority will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers.

If an appeal regarding the award of a contract has not been successfully resolved, the Public Contracts Regulations 2006 (SI 2006 No 5) (as amended) provide for aggrieved parties who have been harmed or are at risk to take action in the High Court ( England, Wales and Northern Ireland). Any such action must be brought within 3 months. Where a contract has not been entered into , the Court may order the setting aside of the award decision or order the Contracting authority to amend any document and may award damages. If the Contract has

been entered into the Court may only award damages or, where the contract award procedures have not been followed correctly, declare the contract to be 'in effective'.

**VI.4.3. Service from which information about the review procedure may be obtained**

Official name: ERG Service Desk, Cabinet Office

Postal address: Roseberry Court, St Andrews Business Park

Town: Norwich

Postal code: NR7 0HS

Country: United Kingdom

E-mail: [servicedesk@cabinet-office.gsi.gov.uk](mailto:servicedesk@cabinet-office.gsi.gov.uk)

Telephone: +44 8450004999

**VI.5. Date of dispatch of this notice**

9.2.2014